



COMMONWEALTH of VIRGINIA

Department of Criminal Justice Services

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MEMORANDUM

TO: All Community Corrections and Pretrial Services Agency Directors

FROM: Laurel Marks, Manager, Juvenile and Adult Services

SUBJECT: **Basic Skills Training Program Enrollment Requirements and Protocol**

Purpose:

This memorandum provides local community-based probation and pretrial services agencies with procedural guidance for the enrollment and participation of all newly hired probation and pretrial staff in the Basic Skills Training Program. This memorandum supplements and modifies requirements in the DCJS Guideline #2, *Training and Staff Development*, **Section Policy; Subsections A. Orientation/OJT and B. Basic Training for Professional Employees** *Effective October 1, 2013*.

The revised Basic Skills Training Program for Local Probation and Pretrial Officers will begin in the fall of 2013 for all newly hired probation and/or pretrial officers, including pretrial investigators that were not able to attend the last Basic Skills session that occurred in September 2013.

Program Description:

The new program is one that has several distinct phases, and is a blended format which includes both computer-based learning and traditional classroom training. Rather than a single classroom event, the revised program will take place over the course of approximately twelve (12) months for a new officer. There will be some exceptions for program attendance in particular sessions as a result of the EBP Implementation in Local Probation and the current BJA LEBP Research Project for Pretrial.

The Department of Criminal Justice Services is providing access to a Learning Management System (LMS) that will allow new staff to access computer-based learning programs (E-Learning) as part of the Basic Skills Training Program for Local Probation and Pretrial Officers. There are over 200 available courses in the LMS, and staff will be assigned specific courses to complete; E-Learning Part 1 and Part 2. If at any time new staff wish to complete additional courses, or the

supervisor feels that the staff would benefit from others, they will be able to access and complete any of the additional courses available in the LMS during the period for which they are enrolled as an active user.

E-Learning Part 1 will be a set of pre-selected computer-based training programs that will provide participants with foundational knowledge related to the criminal justice system, legal and liability issues, minimum standards, and other topics relevant to their work in the role of local probation and/or pretrial services officers. E-Learning Part 2 will be a set of pre-selected computer-based training programs that will provide participants with foundational knowledge, supervision issues, and strategies related to working with specialized populations during the course of their work in the role of local probation and/or pretrial services officers.

Classroom Training Part 1, Essential Skills, will provide participants with an opportunity to practice the skills necessary to effectively deliver local probation and pretrial services, to include communicating effectively, conducting investigations and interview dialogues, and risk assessment in pretrial and local probation. Currently, Classroom Part 2, Specialized Skills, will be specifically designed for local probation staff that complete case plans as part of routine supervision services, and include opportunities to practice supervision strategies that focus on probationer reduction in risk factors and targeting needs related to criminal reoffending and recidivism.

Basic Skills Training Program Enrollment and Completion Procedure

I. Basic Skills Training Program Enrollment

The local agency directors or an employee's immediate supervisor must submit *Attachment 1* to DCJS within fifteen (15) business days of a new employee's start date to create a Learning Management System (LMS) user account and enroll in the Basic Skills Training Program.

A. Learning Management System Account Creation

1. Once *Attachment 1* is received by DCJS, the new employee will be issued a username and password. It is recommended that all users reset their password once they log into the site the first time (the system will not require this).
2. The username and password will be sent via email communication to the registered user.

B. Orientation and E-Learning Part 1 Enrollment and Completion

1. Enrollment in E-Learning Part 1

Upon creation of the new user account, DCJS will automatically enroll participants in E-Learning Part 1.

2. Course Completion Requirements:
 - a. E-Learning Part 1 and Orientation must be completed within six (6) months of the participant's start date at the agency.
 - b. The local agency director or designee will continue to follow all local procedures for training and new employee orientation as directed or required by the locality.
 - c. The local agency director or designee will provide or coordinate orientation and training for new employees including, but not limited to, the following topics:
 - Human Resources Policy & Procedures
 - Office/Personal Safety
 - Standard Operating Procedures
 - Case and Court Processing
 - Drug Testing/Screening
 - Community Resource Directory
 - VCIN (locally or through State Police)
 - PTCC & PTCC Toolbox (with agency trainer/designee)

C. Course Tracking, Classroom Registration and Completion

1. Completion of the required e-learning courses will be tracked in the LMS; however, a checklist has been provided, *Attachment 2*, that the participant or the supervisor may use to track completion of required computer-based training.
2. Upon completion of E-Learning Part 1, participants will be automatically enrolled in E-Learning Part 2 and the next available Classroom Training Part 1.
3. Upon enrollment in Classroom Training Part 1, all participants and their immediate supervisors will receive an email communication with dates, location, coordination requirements and requests such as lodging, meals, and accommodations.
4. In the event that the participant is not available to attend the registered session, he/she must notify the immediate supervisor immediately. The immediate supervisor must contact DCJS to change enrollment dates for classroom sessions.

5. Course Completion Requirements
 - a. E-Learning Part 2 must be completed within six (6) months of completion of E-Learning Part 1.
 - b. Classroom Training Part 1, Essential Skills, must be completed within ninety (90) days, or the next available session, after completion of E-Learning Part 1.
 - c. Classroom Training Part 2, Specialized Skills, will occur approximately ninety (90) days after completion of Classroom Training Part 1, Essential Skills. Participants will be automatically enrolled in the next Classroom Training Part 2, and receive notification from DCJS.
 - d. Program completion will be monitored and tracked by DCJS through the LMS.
6. Exceptions to Course Completion Requirements
 - a. Pretrial officers, to include investigators, will complete only E-Learning Part 1 and Classroom Part 1. Additional training requirements for pretrial staff may be determined and added upon completion of the BJA LEBP Pretrial Research Project conclusion.
 - b. Probation officers in the 17 local probation agencies currently planning for EBP Implementation will complete only E-Learning Part 1 and 2, and Classroom Part 1, days 1 and 2. Future participation in Classroom Part 1, day 3, and Classroom Training Part 2 will be determined by the EBP Implementation Plan and Schedule.

II. Basic Skills Program Completion

A. Deactivation of User Accounts

1. Upon completion of all components of the Basic Skills Training Program, the username and password will be deactivated in the LMS for each participant.
2. A copy of the Training Transcript and Certificate of Completion will be provided to the participant and the participant's immediate supervisor by email communication.

B. Employee Resignations and Terminations

1. If at any time a registered participant is terminated or leaves employment at the agency before completion of the Basic Skills Training Program, the

agency director or immediate supervisor must notify the DCJS within ten (10) business days, either by phone or email, with the employee's name and employment end date.

2. Once this notification has been received, the participant's user account will be deactivated and a copy of the training transcript will be provided to the agency.
3. At any time that a participant's LMS account shows that E-Learning Part 1 or Part 2 courses are more than 30 days past due and DCJS has not received notification of termination or resignation, DCJS will contact the participant's immediate supervisor or agency director to determine the status of the participant in the Basic Skills Training Program.

Basic Skills Training Program Enrollment and LMS User Account Activation

All information below is required to be submitted within 15 business days of a new employee's start date, either by the agency director or the employee's immediate supervisor, to the DCJS Basic Skills Training Coordinator prior to any new employee being issued an account to complete basic skills program registration, enrollment, and completion.

Full Name (to be printed on Certificates)	
Agency	
Position/Job Title	Choose from one of the following: <input type="checkbox"/> Local Probation Officer <input type="checkbox"/> Pretrial Investigator <input type="checkbox"/> Pretrial Officer <input type="checkbox"/> Local Probation & Pretrial Officer <input type="checkbox"/> Other _____
Start Date	
Telephone Number	
Email Address	
Immediate Supervisor	
Supervisor's Telephone Number	
Supervisor's Email Address	

E-Learning Part 1 Course Checklist

- ☐ Basic Safety for Probation and Parole Officers
- ☐ Communication Essentials: Communication Style Effectiveness
- ☐ Communication Essentials: Navigating Conversations
- ☐ Communication Essentials: The Effective Listener
- ☐ Conflict Management
- ☐ Crisis Management for Paraprofessionals
- ☐ Effective Communication in the Workplace
- ☐ Legal Issues Part 1: The U.S. Legal System
- ☐ Legal Issues Part 3: How the U.S. Criminal Justice System Works
- ☐ Managing Offender Resistance
- ☐ Module 1: Legal and Liability Issues for Pretrial and Local Probation Officers
- ☐ Module 2: Legal and Liability Issues in Pretrial Services
- ☐ Module 3: Legal and Liability Issues in Local Probation/Community Supervision
- ☐ PREA: What It Means for You and Your Agency
- ☐ Professional Ethics in Corrections
- ☐ Supervising Offenders in Crisis
- ☐ Testifying in Court: What You Need to Know
- ☐ Understanding Responsivity
- ☐ Using Assessment Tools

E-Learning Part 2 Course Checklist

- ☐ An Overview of Mental Illness for Correctional Staff
- ☐ Assessment of Treatment of Criminal Offenders with ID
- ☐ Domestic Violence: Fundamentals for Community Corrections Practice
- ☐ Facilitating Offender Success with Effective Case Planning
(Recommend completion after Classroom Part 1, and before Classroom Part 2)
- ☐ Female Offenders: Violence, Trauma, and Supervision Strategies
- ☐ Introduction to MH/DD/SA for Paraprofessionals
- ☐ Managing Sexual Offenders under Community Supervision
- ☐ Overview of Sex Offender Supervision: The Comprehensive Approach
- ☐ Supervising Offenders with Mental Illness
- ☐ Understanding Addiction: An Overview for Corrections Professionals
- ☐ Understanding Mental Health Treatment in the Corrections Setting